Proejcted export of ITBPO sector

*358. SHRI VIJAY J. DARDA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that according to the latest report of the NASSCOM-McKinsey, on the IT-BPO sector, the projected export may be around $75 Billion by 2010;

(b) the effort being made to impart latest training to our professionals to carry out BPO operations matching continuously upgraded skills around the world; and

(c) whether the BPO operators' performance is better than the voice operations and whether "voice" segment be so restructured and enabling circumstances created, for getting maximum BPO bussiness, both in 'operation' and "voice" disciplines?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN): (a) As per National Association of Software and Service Companies (NASSCOM) it is estimated that Indian IT-BPO exports should reach US$ 60 billion by 2010. However, the export and the domestic market together is estimated to be around US$75 billion.

(b) and (c) As per NASSCOM, IT& ITES companies are investing on training of their existing resources as well as fresh hires and most of the in-house BPO operations with reference to training is always upgraded and matches International standards. Such training for BPO operations is customised and includes cultural training, accent training, tone & pitch training.

University for PIOs

*359. SHRI B.J. PANDA: Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:

(a) whether it is proposed to set up a University for PIOs;

(b) if so, the details thereof;

(c) whether this University would run all the courses that are being organized by the foreign universities; and

(d) if so, the details thereof?